

1 July 2013



## Media Release

### **ONLINECARPET SCORES 96.61% FOR CUSTOMER SATISFACTION**

Customer evaluation has been completed for Onlinecarpet in the 2013 Australian Achiever Awards for Australia's E-store Services & Supplies category.

**Onlinecarpet** scored a highly recommended 96.61%.

Now into its sixteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy and worthy of praise.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last twelve months can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Some of the comments Australian Achiever received from Onlinecarpet clients are:

*I was about to have a tenant move into a property of mine but I needed to have it carpeted within 24 hours. So I went online and found Onlinecarpet. I gave them the details and had the measurements carried out and they sent me a quote which I accepted. Amazingly, the whole job was completed satisfactorily within 24 hours. Their customer service was excellent, they acted very professionally and their website was informative and easy to navigate.*

*I originally contacted them via their website, but continued dealing with them over the phone. In fact, their phone contact with us was excellent as their admin staff were very professional, friendly, helpful and very knowledgeable about carpets. They even sent out a young lady to us with samples which she picked up after a few days. The two carpet layers who came were fabulous as well. I thought that their customer service was excellent and their prices very reasonable.*

*I looked at their website and was blown away. I decided to visit their showroom and everyone there was very professional and friendly. The actual installation by the young chap who came to lay the carpet was done quickly and efficiently. Their prices were very reasonable for the quality of the carpet, I am very pleased with the outcome and I have recommended them to others.*

ENDS: For verification of this report, please call  
Geoff Harwood, Director, Australian Achiever, 1800 638 318.